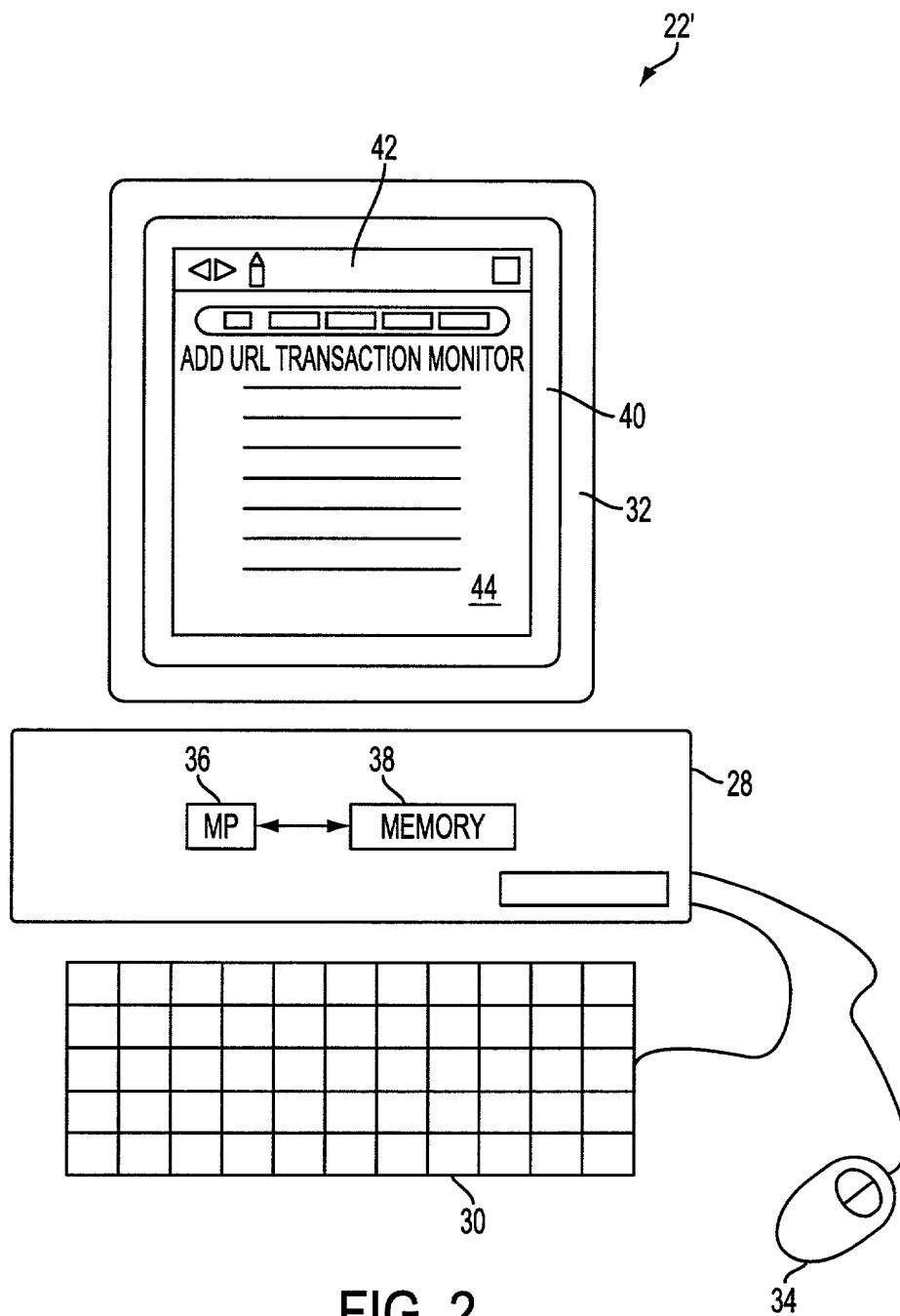


FIG. 1

Foot 495056



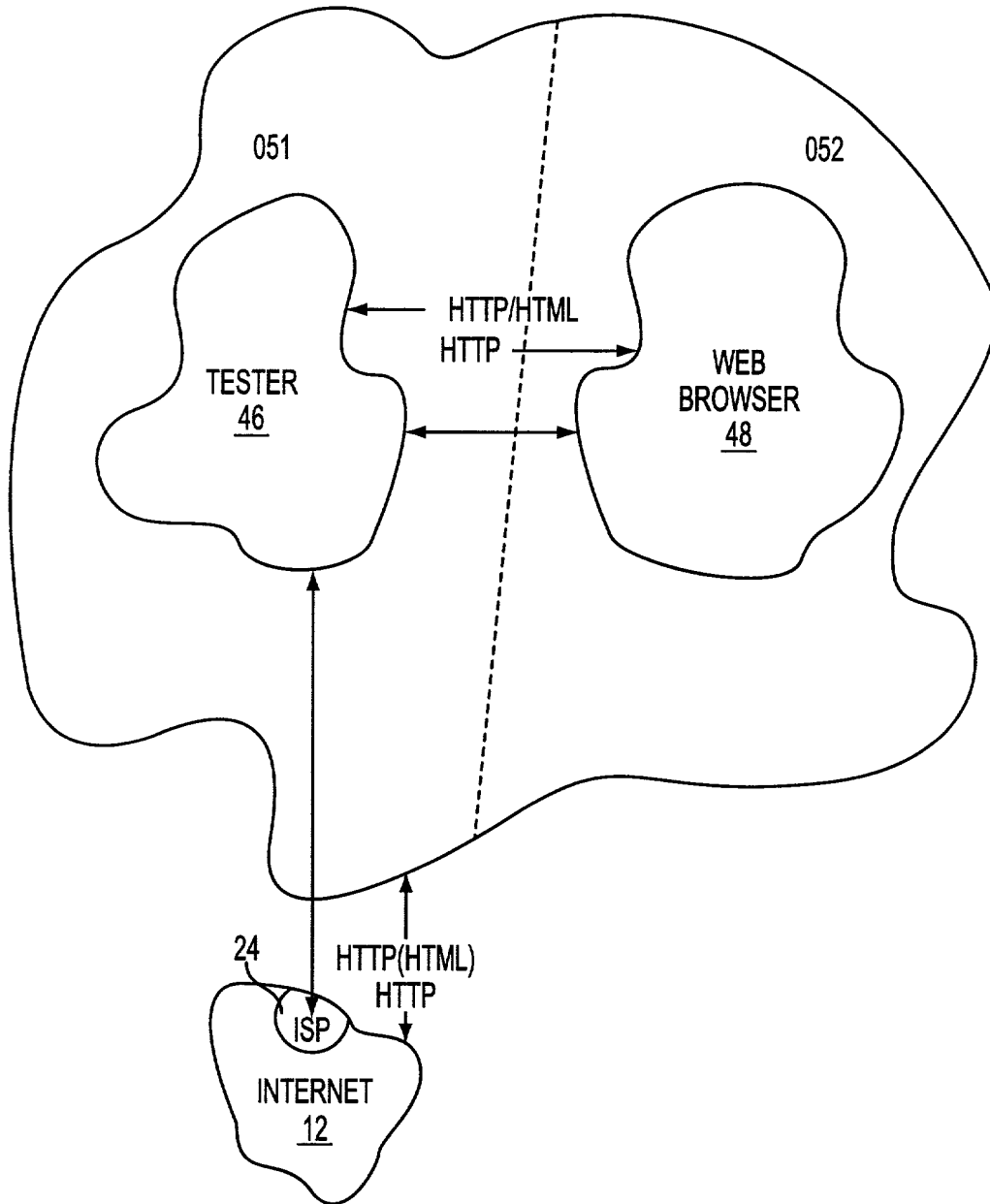


FIG. 2A

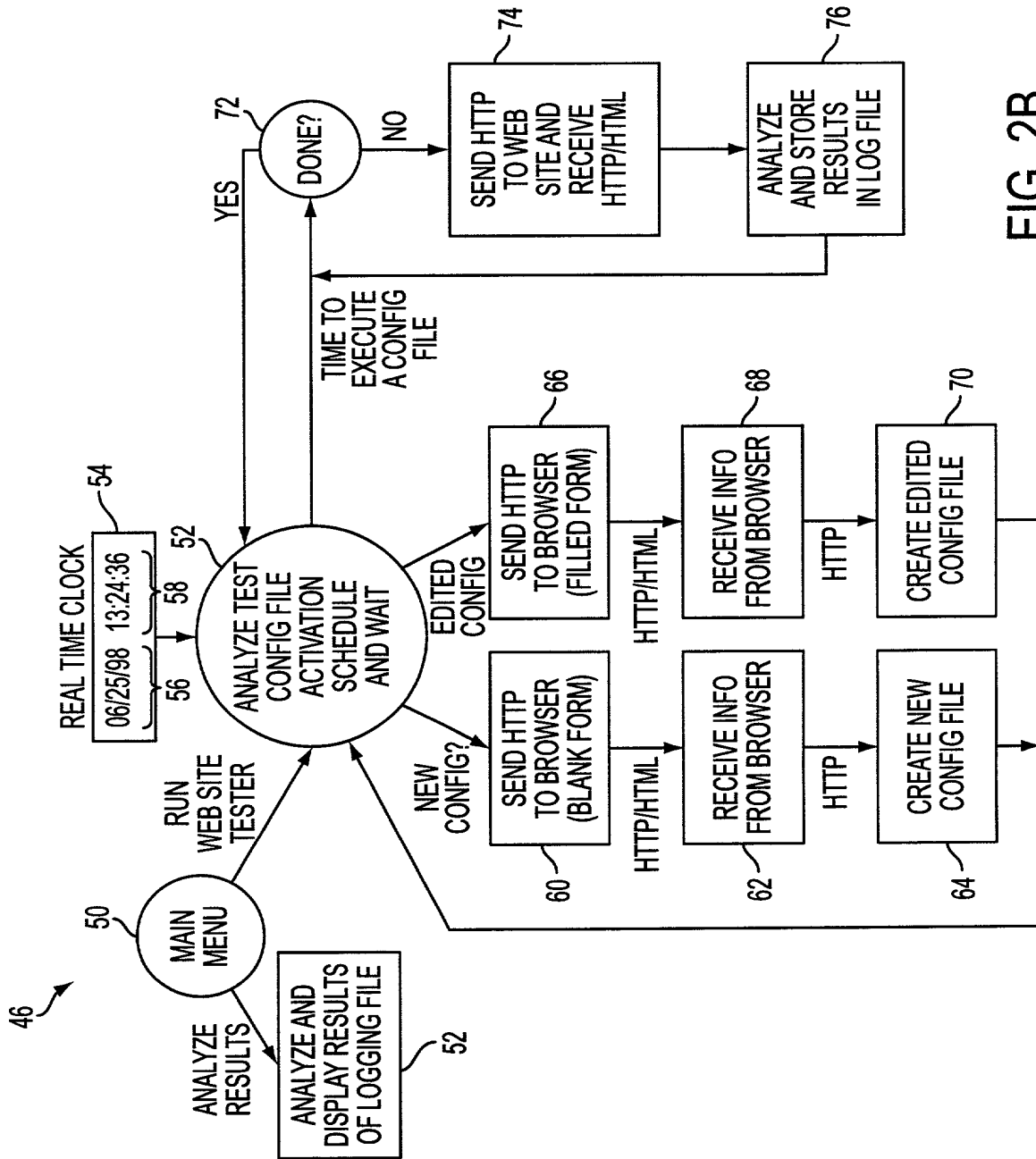


FIG. 2B

f r e s h w a t e r s o f t w a r e



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Is your business-critical web site up right now?

How do you know?

If you had SiteScope and SiteSeer, not only would you know if your web site was up, you would be confident that you would be notified immediately if a problem did occur. SiteScope allows you to monitor everything from memory and disk space usage to URL and service availability. Error notification is available via e-mail, pager, and SNMP traps. SiteScope can also run recovery scripts to correct common problems. The SiteSeer service monitors your site remotely, letting you know of problems your visitors are experiencing, but you're unaware of. Together, SiteScope and SiteSeer help ensure that your site is up and running smoothly 24 hours a day, 7 days a week.

SiteScope Software

Version 3.0 Available Now!

- 24 hour monitoring of web pages, forms, servers, and more...
- Immediate error notification via e-mail, pager, or SNMP trap
- Escalation of notification
- Automatic error recovery
- Ability to integrate with enterprise solutions

[Review SiteScope 3.0's release notes!](#)

[try it](#) | [buy it](#) | [more info](#)

SiteSeer Service

E-commerce Transaction Testing
Available!

- Remote web site monitoring 24 hours a day
- Support for secure URLs
- Verification of password protected pages
- String matching on both page content and error messages

[try it](#) | [buy it](#) | [more info](#)

Fresh News...

► **PCToday** raves about SiteScope in the work place in its February issue. [Full Story](#)

► **DIGEX** chooses SiteScope to monitor the world's largest dedicated server web site management facilities. [Full Story](#)

► SiteScope receives a **Five Palm Tree rating** from Beverly Hills Software. [Full Story](#)

"They've found an important niche from a web server administrator perspective... It's expandable and customizable;
it's a fantastic product."

-- Brad Hogan, Newbridge Networks. [More customer quotes](#)

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Freshwater
Software™

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78

82

80

FIG. 3A



[home](#) [order](#) [products](#) [support](#) [search](#) [about us](#)

Search Us

To search the documents on the Freshwater Software™ Web site, enter the words you want to search for below.

Search For

86

88

By default, only documents containing all the words are found. To find documents containing any of the words, separate them with "OR". For example, 'mail OR support' to find any documents containing either of these words.

Site Contents

Order

- [Ordering Options](#)
- [Online Order Form](#)
- [Product Pricing](#)
- [Fax or E-mail Order Form](#)

84

Products

- [SiteScope](#)
 - [Product Overview](#)
 - [Technical Specifications](#)
 - [List of Monitors](#)
 - [Download Page](#)
 - [Order Form](#)
 - [Pricing Information](#)
 - [Live Demo](#)
 - [Product Support Options](#)
 - [SiteScope FAQ](#)
 - [SiteScope Logos](#)
 - [License Agreement](#)
- [SiteSeer](#)
 - [Product](#)

Support

- [Online Documentation](#)
- [Software FAQ](#)
- [E-mail Support](#)

About Us

- [Corporate Fact Sheet](#)
- [Management Bios](#)
- [Employee List](#)
- [Contact Info](#)
- [Directions to our Office](#)
- [Press Releases](#)
- [Freshwater in the Press](#)
- [SiteScope Data Sheet](#)
- [Customer Quotes](#)
- [SiteScope Screen Shots](#)
- [SiteSeer Data Sheet](#)
- [Management Biographies](#)

FIG. 3B

f r e s h w a t e r  s o f t w a r e

[home](#) | [order](#) | [products](#) | [support](#) | [search](#) | [about us](#)

Search Results

Searching for: John

- [Who We Are \(Thu 5 Feb 98\)](#)
"john" 5 (John)
- [SiteScopeFAQ \(Wed 3 Jun 98\)](#)
"john" 4 (John)
- [Freshwater Software Contact Information \(Thu 5 Feb 98\)](#)
"john" 3 (John)
- [Chief Technical Officer \(Tue 26 May 98\)](#)
"john" 2 (John)
- [Escalation Rules \(Fri 9 Jan 98\)](#)
"john" 2 (John)
- [DIGEX Selects Freshwater Software's SiteScope to Enhance Reliability for its Web Site Management Customers \(Thu 5 Feb 98\)](#)
"john" 1 (John)
- [MANAGEMENT BIOGRAPHIES \(Thu 5 Feb 98\)](#)
"john" 1 (John)
- [Freshwater Software™ Press Release \(Fri 30 May 97\)](#)
"john" 1 (John)
- [THE FRESHWATER SOFTWARE PRESS ROOM \(Thu 5 Feb 98\)](#)
"john" 1 (John)
- [Freshwater Software™ Press Release \(Thu 5 Feb 98\)](#)
"john" 1 (John)

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**Freshwater
Software™**

[Contact Us](#)

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This searchable archive was implemented with the [ICE search engine](#)

FIG. 3C

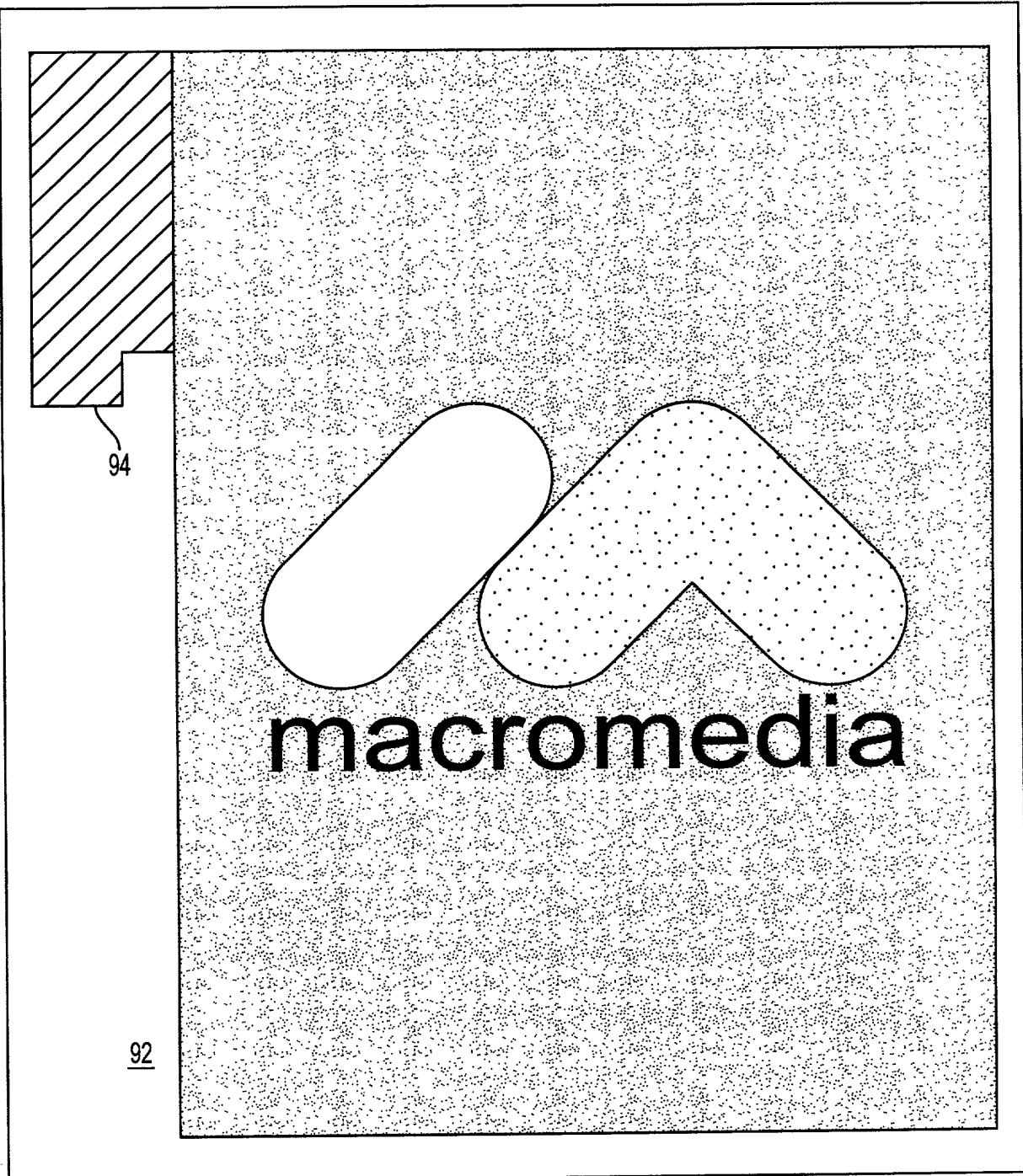


FIG. 3D

09/905,947-1006-01



FIG. 3E

10 day SiteScope evaluation license
(10 days remaining)

SiteScope

Group

Reports

Help ?

Add URL Transaction Monitor

URL

Step 1 Type

the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

http://www.freshtech.com

Step 1 Reference

the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)

LINK

Step 2 Type

the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

SEARCH

Step 2 Reference

the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, of a button name of Submit)

FORM

Step 3 Type

the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

Step 3 Reference

the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, of a button name of Submit)

URL

Step 4 Type

the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

http://www.macromedia.com

Step 4 Reference

the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)

Update every

10 minutes

amount of time between checks of a monitor

Title

title that should appear in the Monitor table (optional)

Add Monitor

FIG. 4A

96

124

☐

Disable

temporarily disable monitor sampling and alerting

126

Step 1 POST Data

Name = ABC

Address = DEF

optional name=value variables, one per line, to send with a POST request for this step

Step 1 Match
Content

Thank you for entering your name

optional text to match against content of the URL for this step

Step 1 Error If
Match

Invalid entry

optionally generate an error if the content of the URL for this step contains this text

Step 1
Authorization
User Name

PAUL

optional user name if the URL for this step requires authorization

Step 1 Password

SECRET

optional password if the URL for this step requires authorization

Step 2 POST Data

Step 2 Match
Content

Step 2 Error If
Match

Step 2
Authorization
User Name

Step 2 Password

Step 3 POST Data

Step 3 Match
Content

Step 3 Error If
Match

Step 3
Authorization
User Name

FIG. 4B

Step 3 Password
 optional password if the URL for this step requires authorization

Step 4 POST Data
 optional name=value variables, one per line, to send with a POST request for this step

Step 4 Match Content
 optional text to match against content of the URL for this step

Step 4 Error If Match
 optionally generate an error if the content of the URL for this step contains this text

Step 4 Authorization User Name
 optional user name if the URL for this step requires authorization

Step 4 Password
 optional password if the URL for this step requires authorization

Verify Error
 if the monitor detects an error, immediately perform the check again to verify the error.

Update every (on errors) minutes
 the amount of time between checks whenever the status of the monitor is not ok, the Update value from above is used if this is left blank

Schedule
 schedule for the monitor to be enabled - for example, disable Sunday from 10:00 to 14:00, if blank monitor is always enabled

Monitor Description
 additional description of monitor that appears on Monitor Detail page (optional)

Report Description
 additional description of monitor that appears on Reports and in monitor popup info (optional)

Timeout
 the time out, in seconds, to wait for entire sequence to complete

HTTP Proxy
 optional proxy server to use including port (example: proxy.freshtech.com:8080)

Proxy Server User Name
 optional user name if the proxy server requires authorization

Proxy Server Password
 optional password if the proxy server requires authorization

List Order
 choose where this monitor appears in the list of monitors on the Monitor Detail page

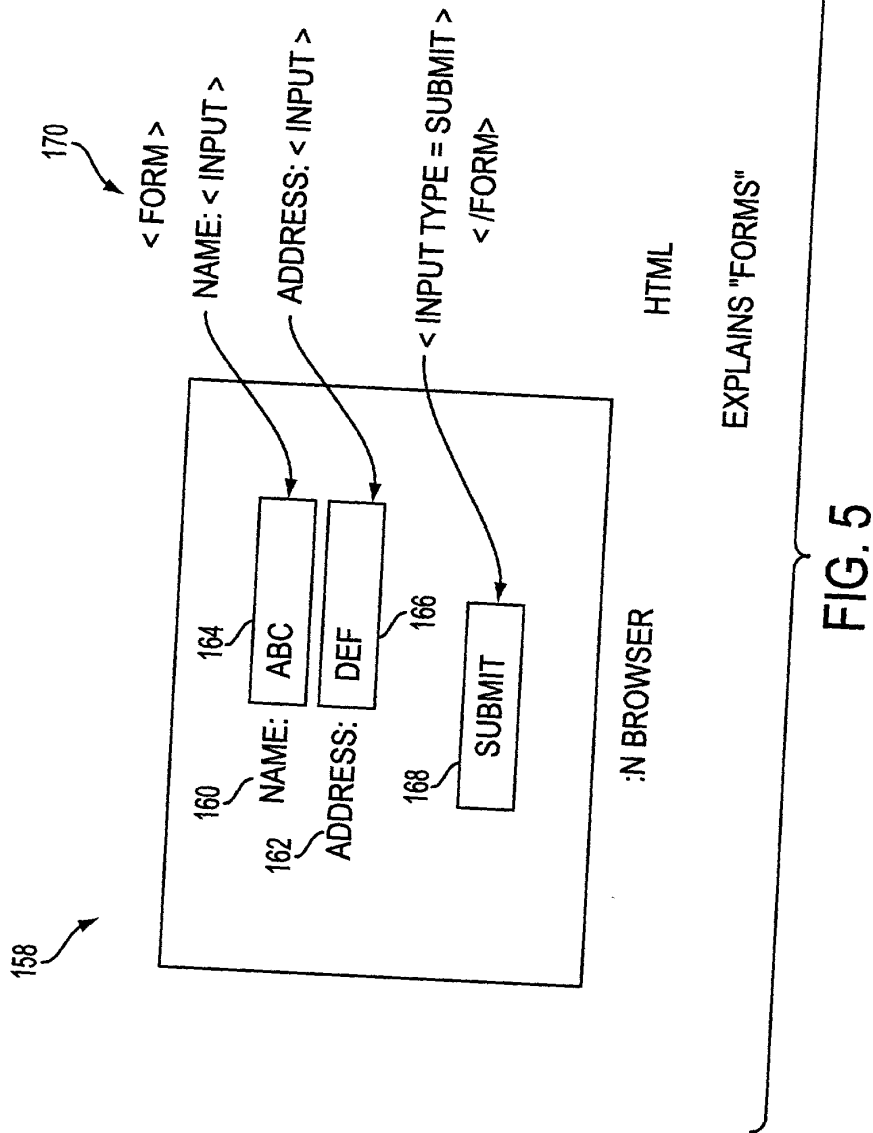
Error if

Warning if

Monitor

FIG. 4C

Footnote 24950659



example.mg

174 {
 _id=1
 _class=URLSequenceMonitor
 _name=URL Transaction: http://www.freshtech.com
 _description=
 _monitorDescription=Example transaction of 5 steps
 _frequency=600
 _timeout=60
 _errorFrequency=120
 _disabled=false
 _verifyError=false
 _proxy=
 _proxyusername=
 _proxypassword=
 _schedule=
176 {
 _referenceType1=url
 _reference1=http://www.freshtech.com
 _errorContent1=Not Found
 _username1=
 _password1=
 _content1=
178 {
 _referenceType2=link
 _reference2=SEARCH
 _errorContent2=
 _username2=
 _password2=
 _content2=
180 {
 _referenceType3=form
 _reference3=Find Documents
 _postData3=KEYWORDS=John
 _content3=Officer
 _errorContent3=
 _username3=
 _password3=
182 {
 _referenceType4=url
 _reference4=http://www.macromedia.com/index.html
 _errorContent4=
 _username4=
 _password4=
 _content4=
184 {
 _referenceType5=frame
 _reference5=mm_nav
 _errorContent5=
 _username5=
 _password5=
 _content5=

172

FIG. 6

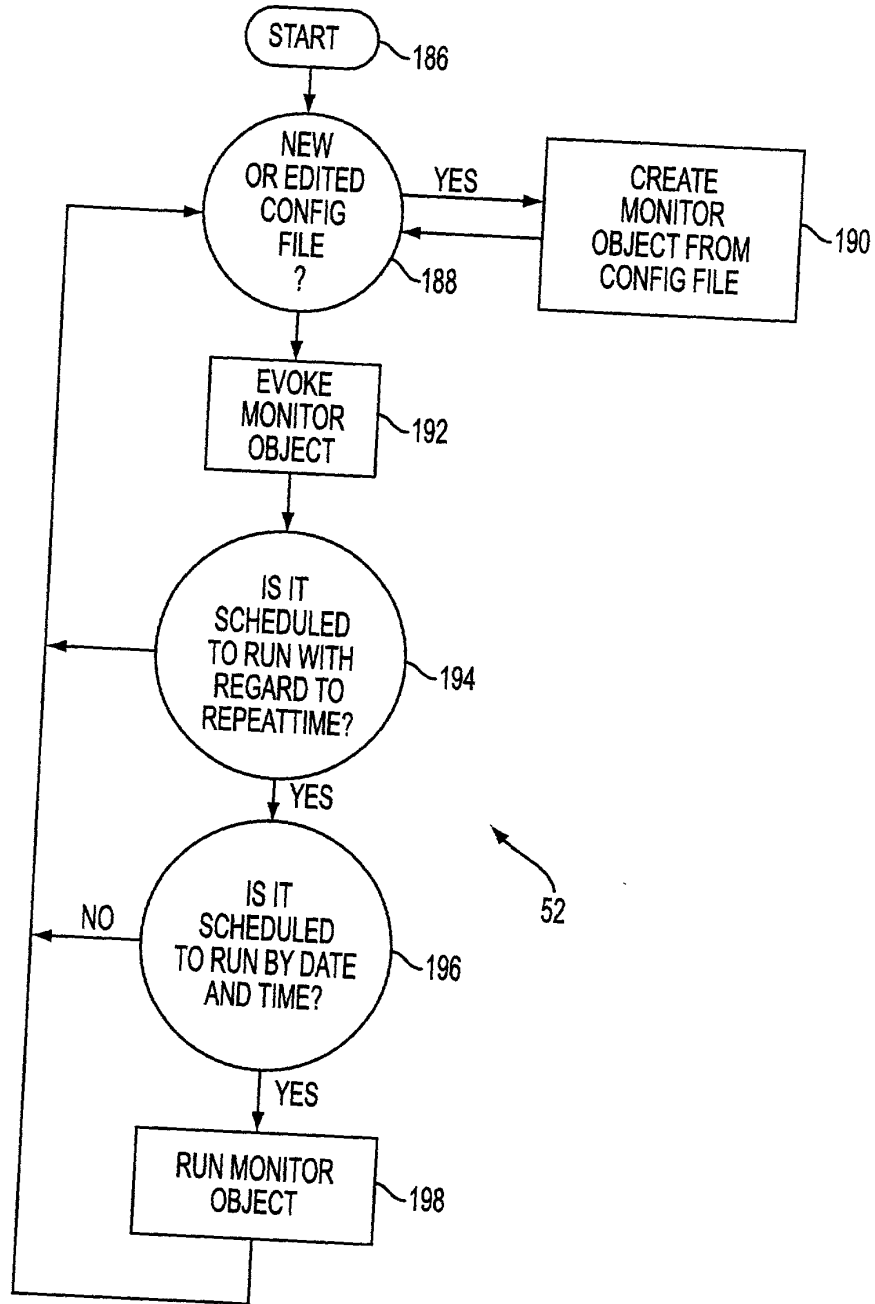


FIG. 7

0905947.1002001

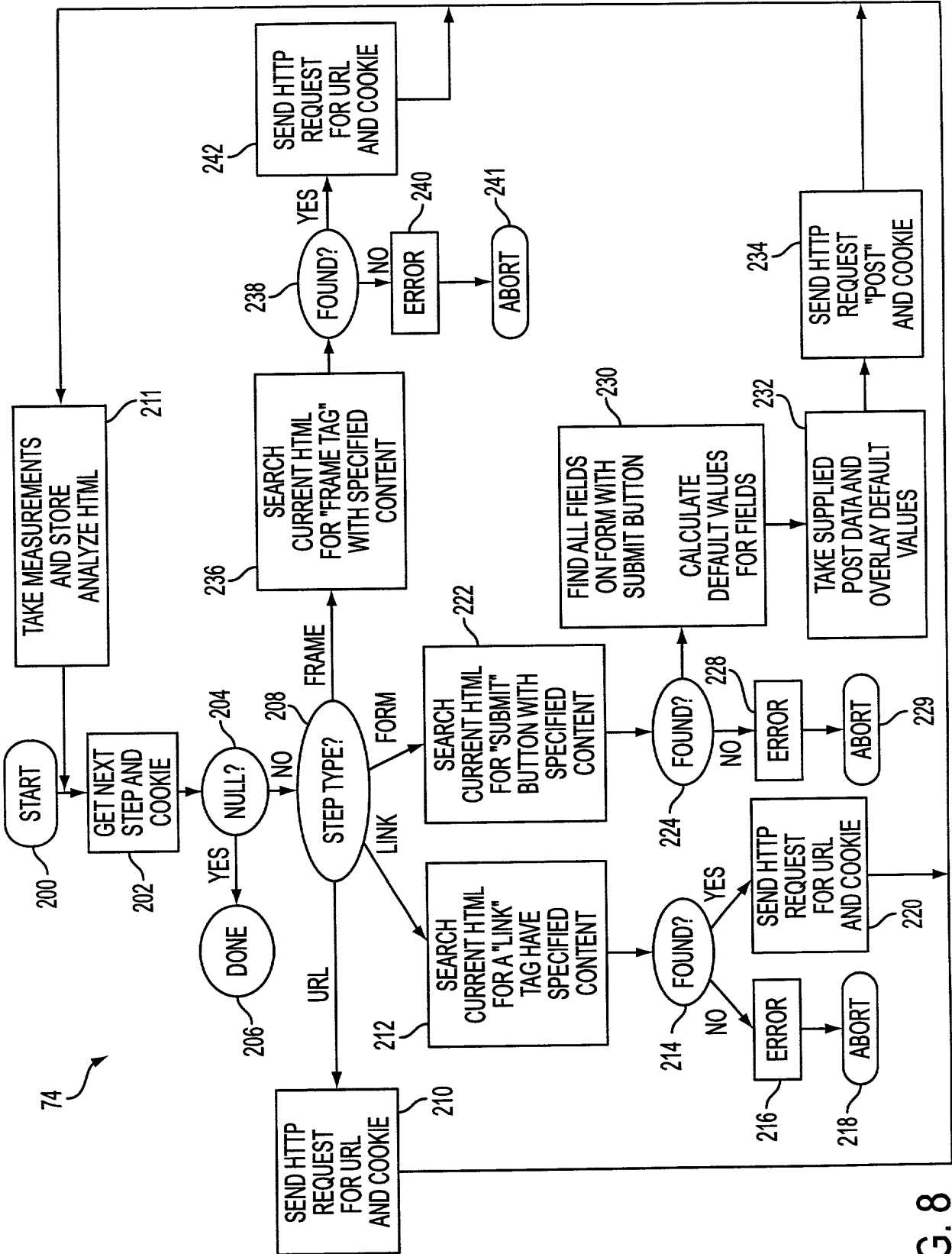


FIG. 8

FIG. 8

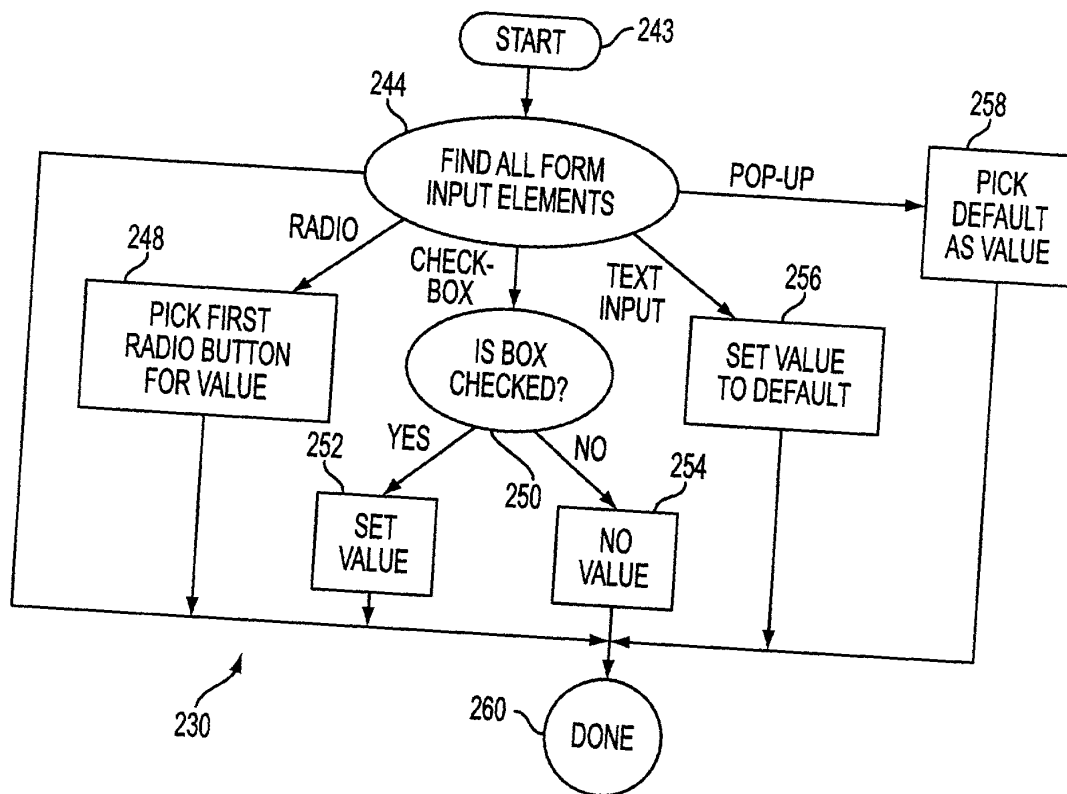


FIG. 8A

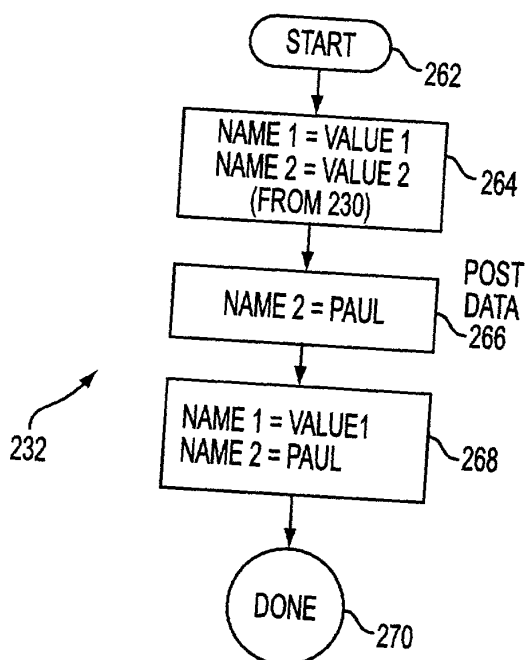


FIG. 8B

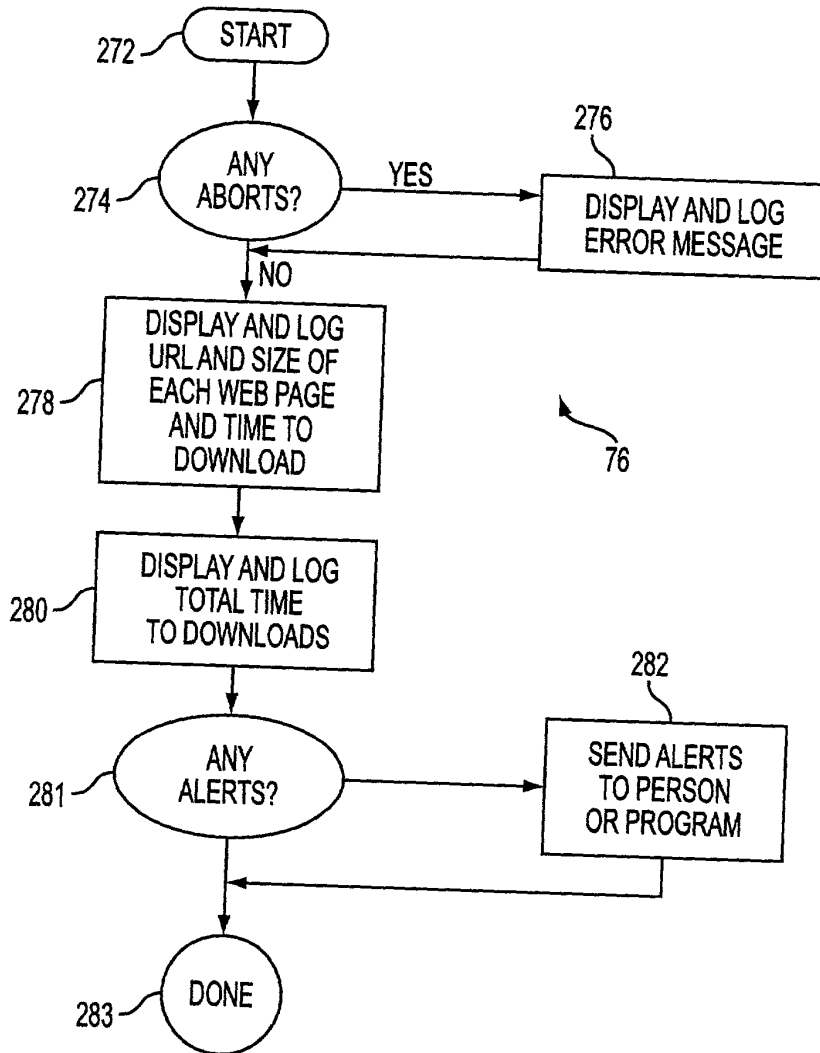


FIG. 9

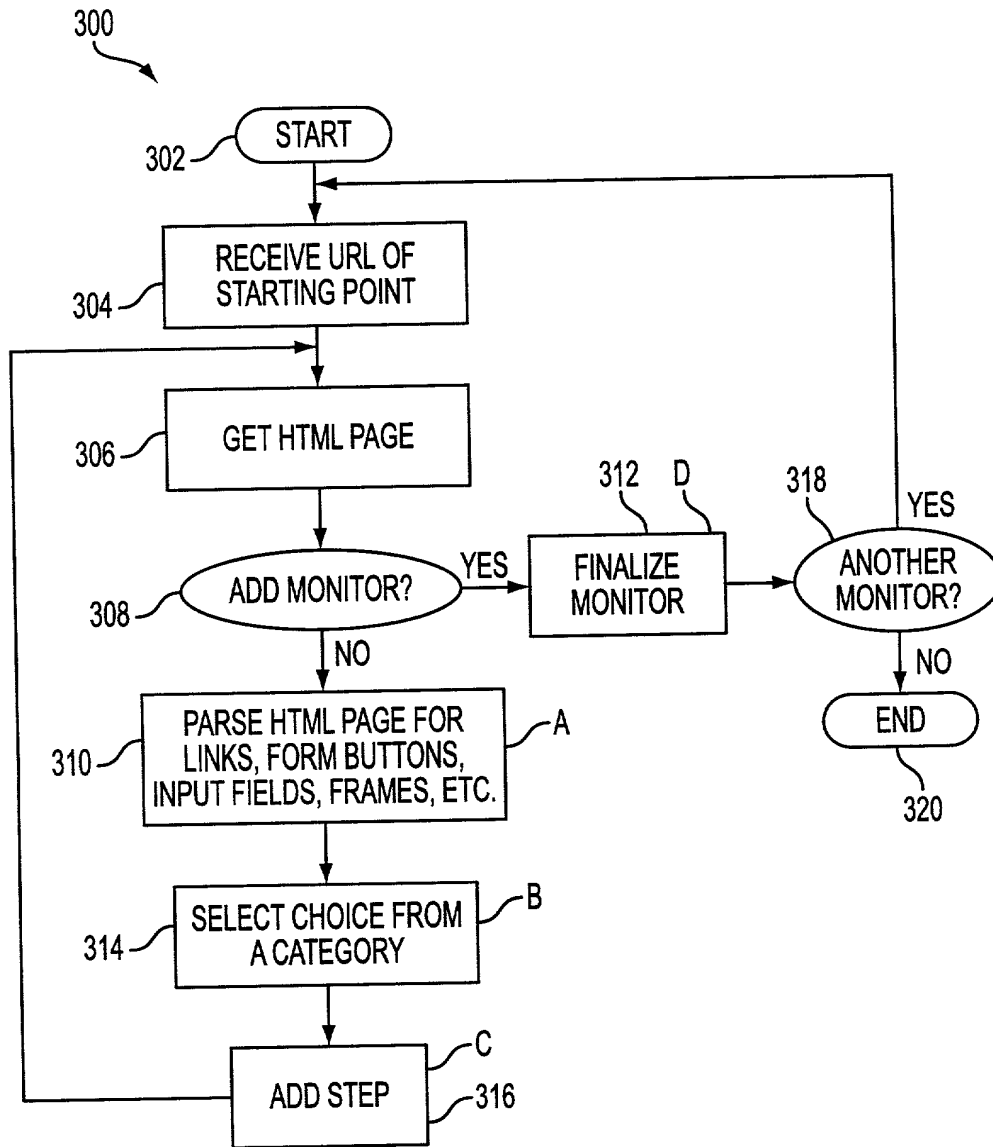


FIG. 10

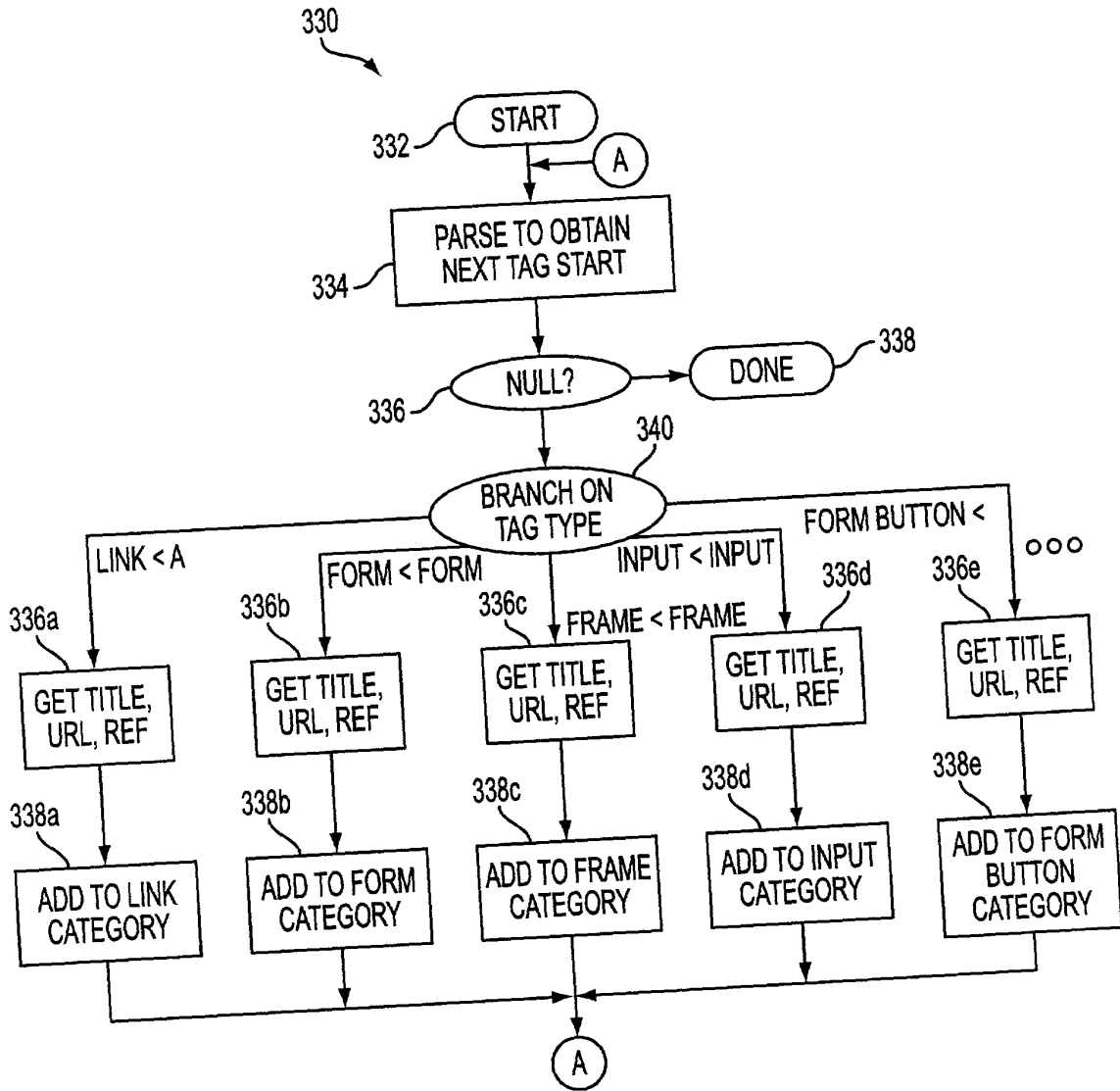


FIG. 10A

SiteScope

Alerts

Reports

Help ?

Add URL Transaction Monitor

Step 1 url 350
ok, 0.19 sec

Step 2 Select which option to use for the next step in the transaction

☒ PRODUCTS 352
This is a list of available links on this page

☐ {/index-cgi/ice-form.pl} Search 354
This is a list of available Submit buttons on this page, the format is {FormName} ButtonName

{/index-cgi/ice-form.pl} KEYWORDS=	356
{/index-cgi/ice-form.pl} DAYS=	
{/index-cgi/ice-form.pl} THESAURUS=	
{/index-cgi/ice-form.pl} SUBSTRING=substring	

This is a list of available input items on this page, the format is {FormName} InputName

☐ http://
Example: http://demo.freshtech.com

358 Back 1 Step

Add Step 360

Add Monitor 362

Choose **Back** to go back to the previous step in the transaction
Choose **Add Step** to add this step and go on to the next step in the transaction
Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every minutes

Title

Advanced Settings

FIG. 10B

SiteScope

Alerts

Reports

Help ?

Add URL Transaction Monitor

Step 1 url

Step 2 link
ok, 0.80 sec

Step 3 Select which option to use for the next step in the transaction

☐ 352
This is a list of available links on this page

☒ 354
This is a list of available Submit buttons on this page, the format is {FormName} ButtonName

<input type="text" value="/index-cgi/ice-form.pl}KEYWORDS=John"/>	▲
<input type="text" value="/index-cgi/ice-form.pl}DAYS="/>	
<input type="text" value="/index-cgi/ice-form.pl}THESAURUS="/>	
<input type="text" value="/index-cgi/ice-form.pl}SUBSTRING=substring"/>	▼

 356

This is a list of available input items on this page, the format is {FormName} InputName

☐

Example:

358 Back 1 Step

Add Step 360

Add Monitor 362

Choose **Back** to go back to the previous step in the transaction
Choose **Add Step** to add this step and go on to the next step in the transaction
Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every

Title

Advanced Settings

FIG. 10C

SiteScope

Alerts

Reports

Help ?

Add URL Transaction Monitor

Step 1 url 380

Step 2 link

Step 3 form

Step 4 ☐ Select which option to use for the next step in the transaction

<>The Freshwater Software Team </>

This is a list of available links on this page

☒

Example:

Back 1 Step

Add Step

Add Monitor

Choose **Back** to go back to the previous step in the transaction
Choose **Add Step** to add this step and go on to the next step in the transaction
Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every

Title

Advanced Settings

☐ Disable

temporarily disable monitor sampling and alerting

FIG. 10D

SiteScope

Alerts

Reports

Help?

Add URL Transaction Monitor

Step 1 url http://www.freshtech.com

Step 2 link PRODUCTS

Step 3 form Search

KEYWORDS=John

Step 4 url http://www.macromedia.com/index.html

ok, 1.54 sec

Step 5 Select which option to use for the next step in the transaction

☐ Microsoft Internet Explorer

This is a list of available links on this page

☒ contents

This is a list of available frames on this page

☐ http://

Example: http://demo.freshtech.com

Choose **Back** to go back to the previous step in the transaction

Choose **Add Step** to add this step and go on to the next step in the transaction



Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every 10 minutes

Title

Advanced Settings

FIG. 10E

 SiteScope Alerts Reports Help ?

Add URL Transaction Monitor

Step 1 url http://www.freshtech.com

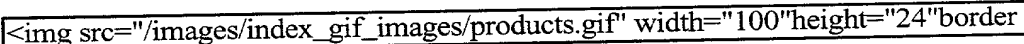
Step 2 link PRODUCTS

Step 3 form Search
KEYWORDS=John

Step 4 url http://www.macromedia.com/index.html

Step 5 frame contents
ok, 2.51 sec

Step 6 Select which option to use for the next step in the transaction

☐  This is a list of available links on this page

☒ http://

Example: http://demo.freshtech.com

Choose **Back** to go back to the previous step in the transaction
Choose **Add Step** to add this step and go on to the next step in the transaction
Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every minutes

Title

Advanced Settings

FIG. 10F

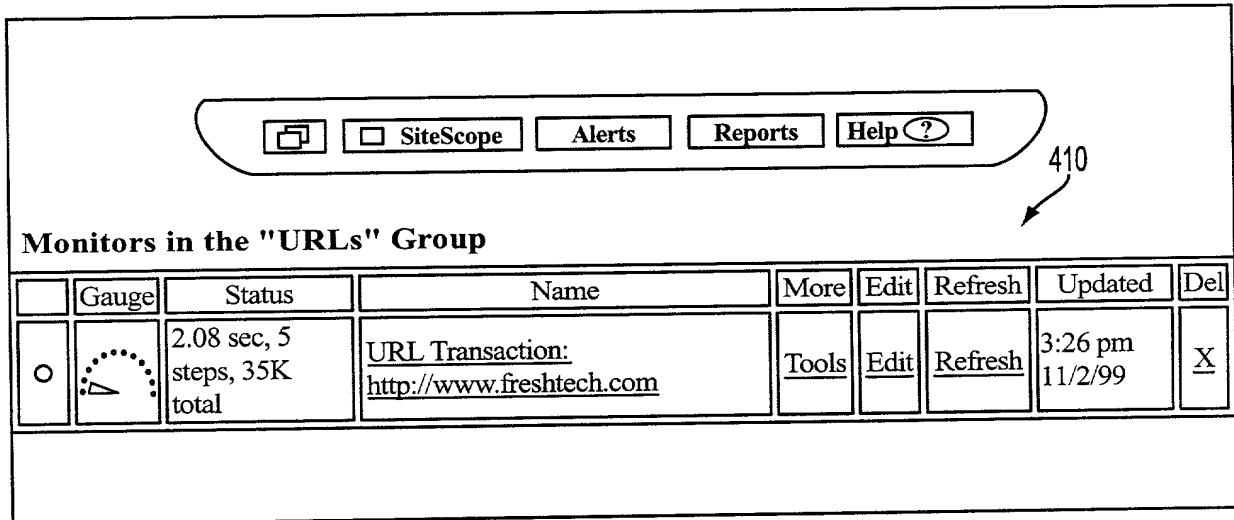


FIG. 10G

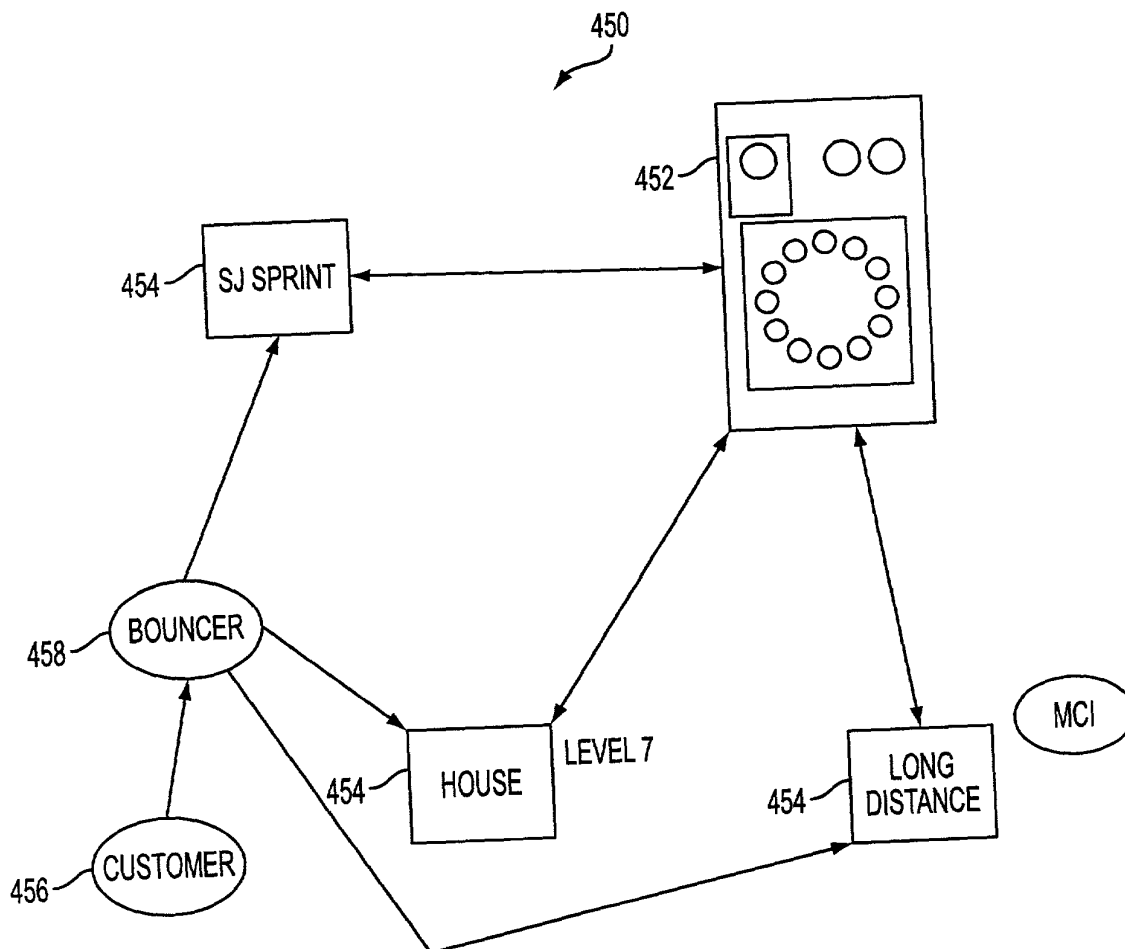


FIG. 11

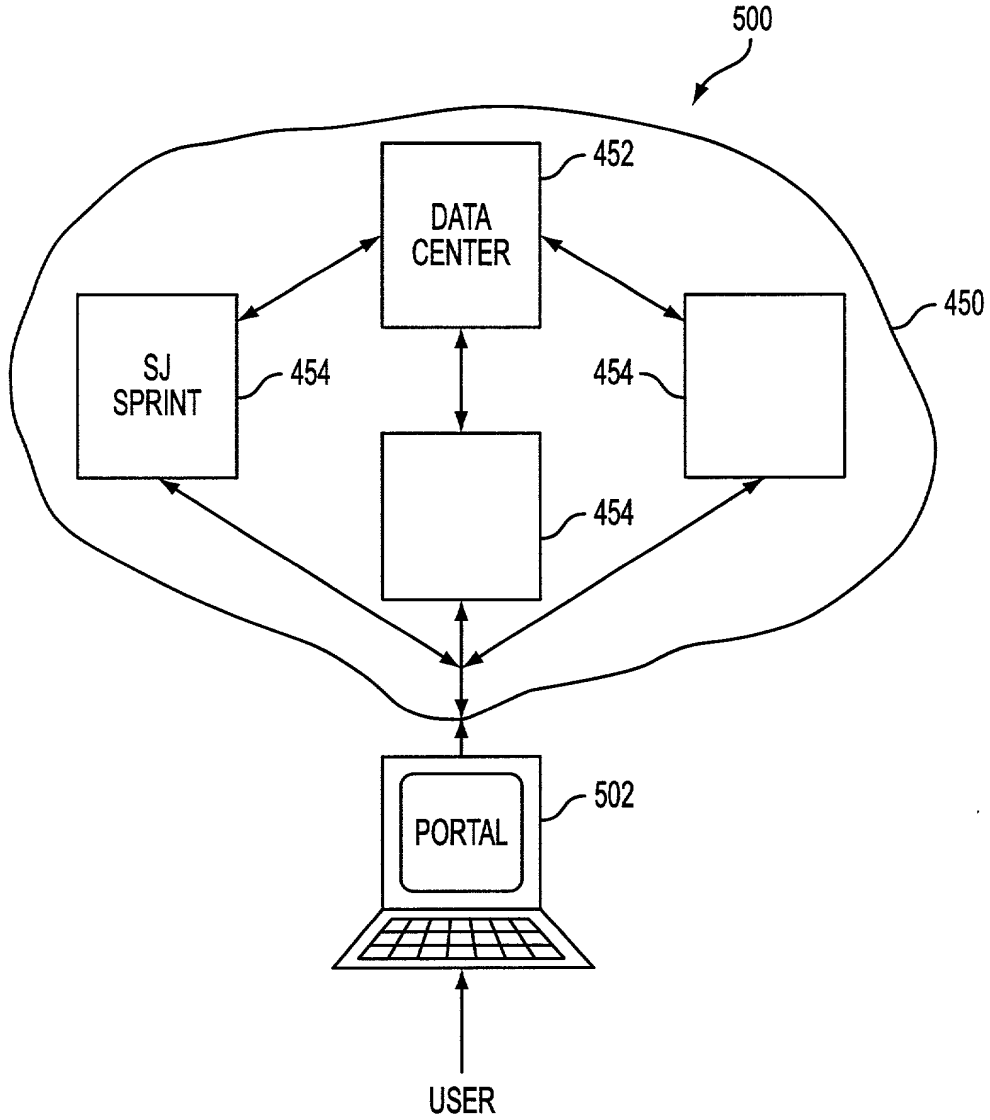


FIG. 12

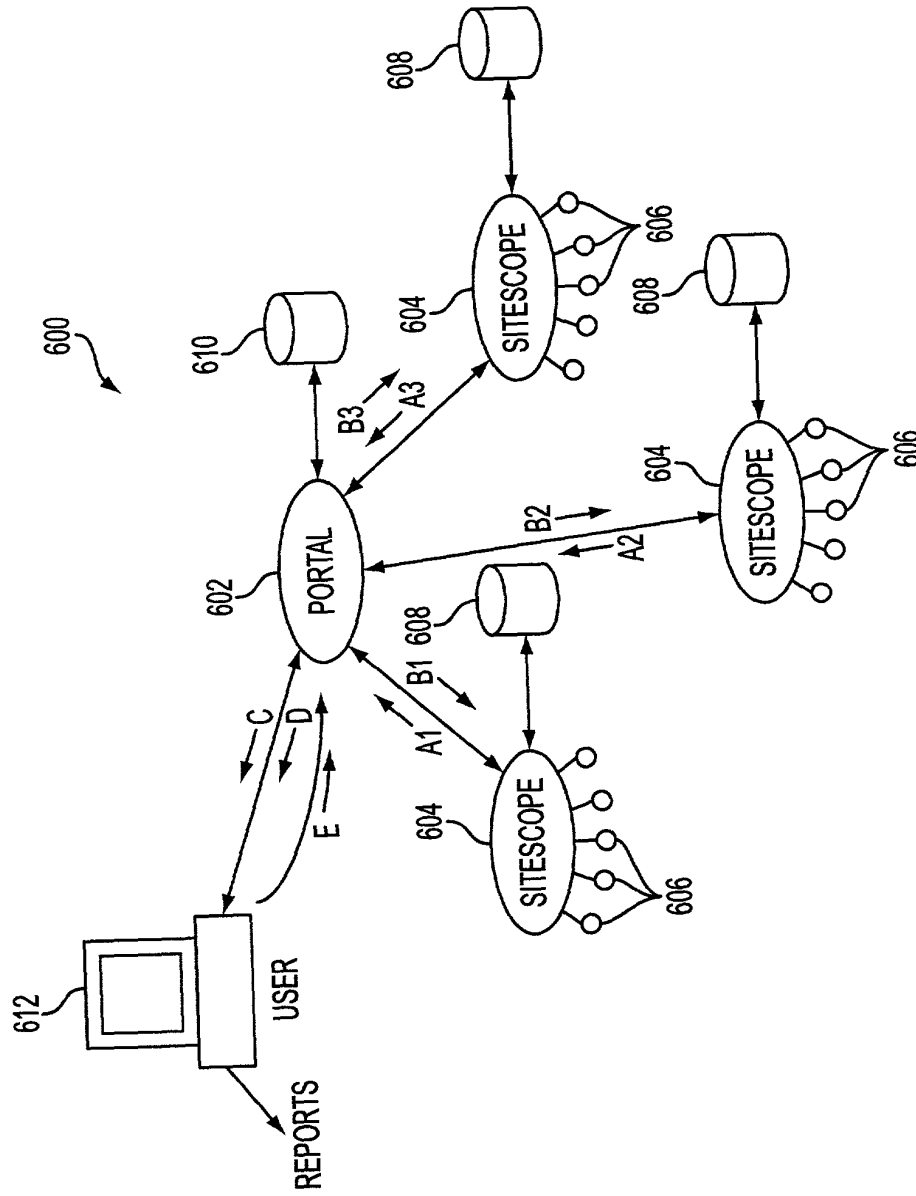


FIG. 13

FIG. 13 - 24950550

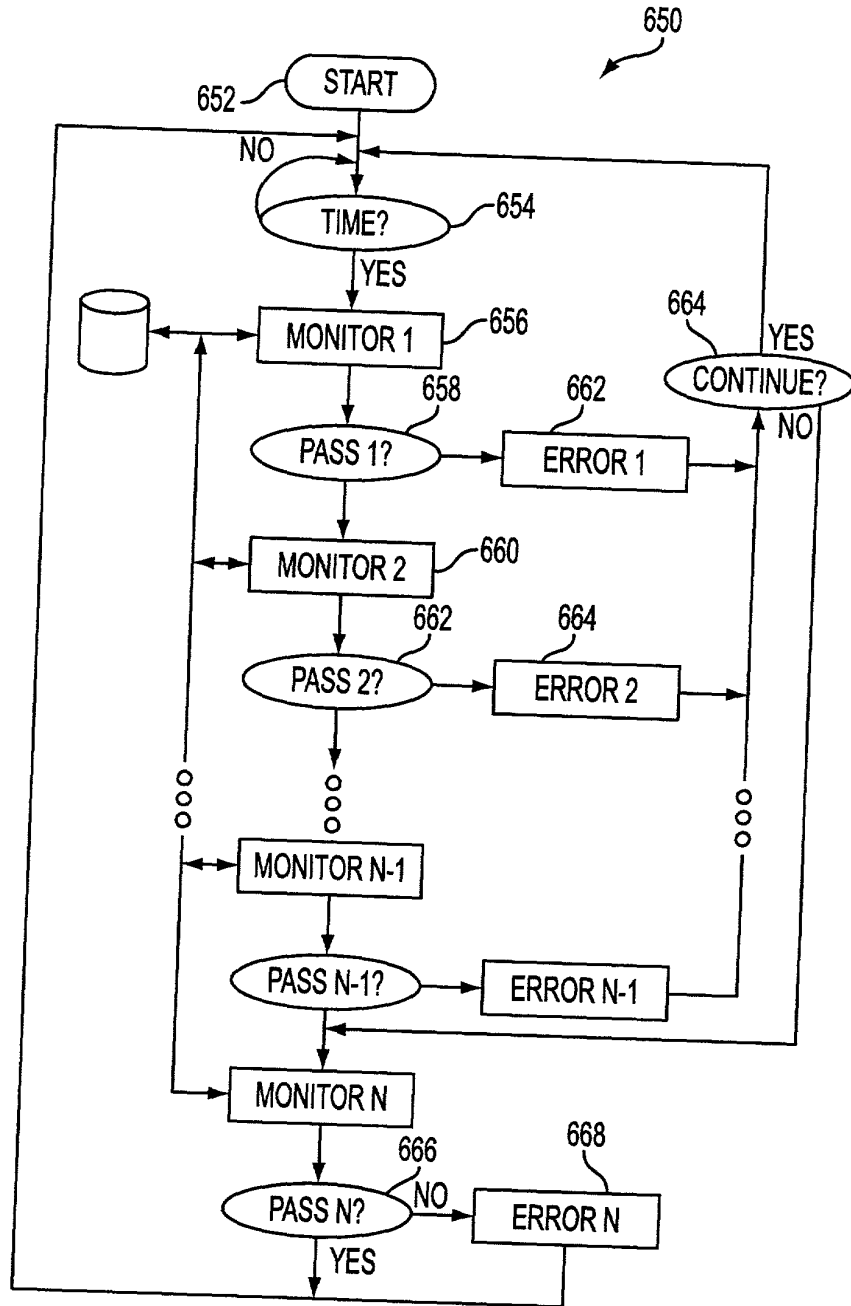


FIG. 14

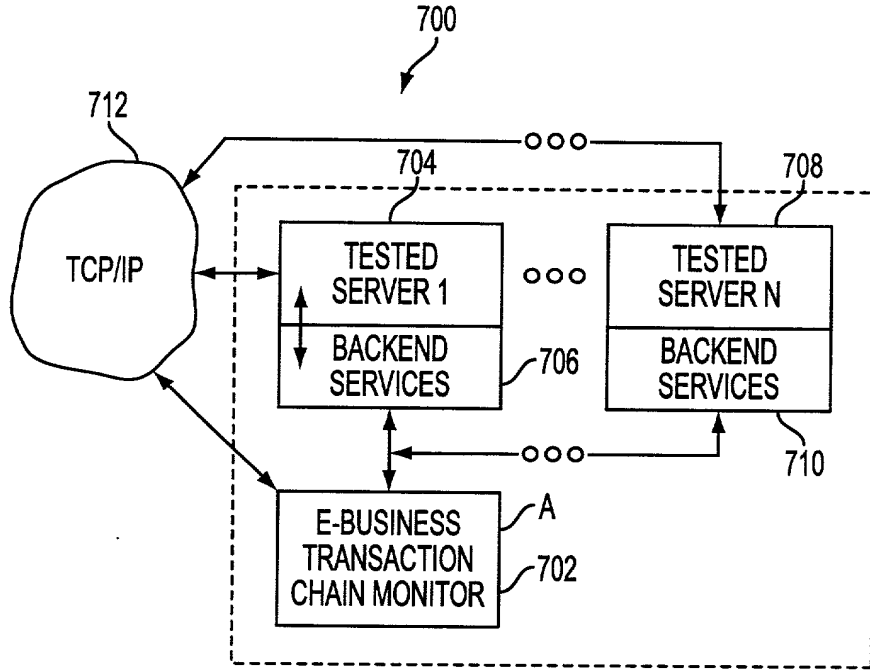


FIG. 15

SiteScope extended evaluation license
(13 days remaining)

☐ SiteScope ☐ Group ☐ Reports ☐ Help ?

Add Composite Monitor

A

754

Items

test

test: Transaction: Place order using ordering web site

test: Database: Confirm in orders database

test: Transaction: look for order in account web site

test: Script: check order in legacy system

test: Mail: Receive Confirmation Email

test: Transaction: check shipping detail on UPS web site

752

1

select one or more groups and/or monitors that will be checked

Update every minutes

amount of time between checks of a monitor

Title

title that should appear in the Monitor table (optional)

Monitor

Advanced Options

☐ Disable

temporarily disable monitor sampling and alerting

☒ Run Monitors

Run each monitor before checking.

☐ Single Session

Run all monitors in a single session - if this box is checked then URL monitors use the same set of cookies and the same connection to the server.

Monitor

Delay If running each monitor, delay in seconds between monitors

☐ Check All Monitors in Group(s)

By default, a group is counted as a single item when checking status. If this box is checked, all of the monitors in selected groups (and their subgroups) are checked and counted towards the totals.

☐ Verify Error

if the monitor detects an error, immediately perform the check again to verify the error.

FIG. 16A

Update every minutes ▼
(on errors) the amount of time between checks whenever the status of the monitor is not ok, the Update value from above is used if this is left blank

every day, all day ▼

Schedule schedule for the monitor to be enabled - for example, disable Sunday from 10:00 to 14:00, if blank monitor is always enabled

Edit Schedules

Monitor

Description additional description of monitor that appears on Monitor Detail page (optional)

Report

Description additional description of monitor that appears on Reports and in monitor popup info (optional)

List Order last ▼
choose where this monitor appears in the list of monitors on the Monitor Detail page

Error if itemsInError>0(default) ▼ > ▼

Warning if itemsInWarning>0(default) ▼ > ▼

Good if always(default) ▼ >= ▼

Monitor



SiteScope™

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FIG. 16B

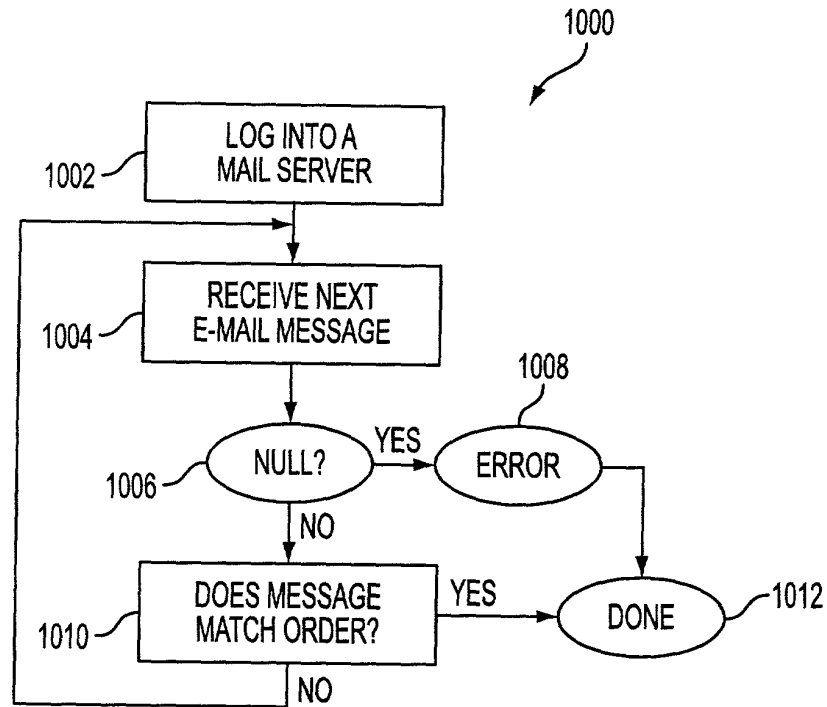


FIG. 17A

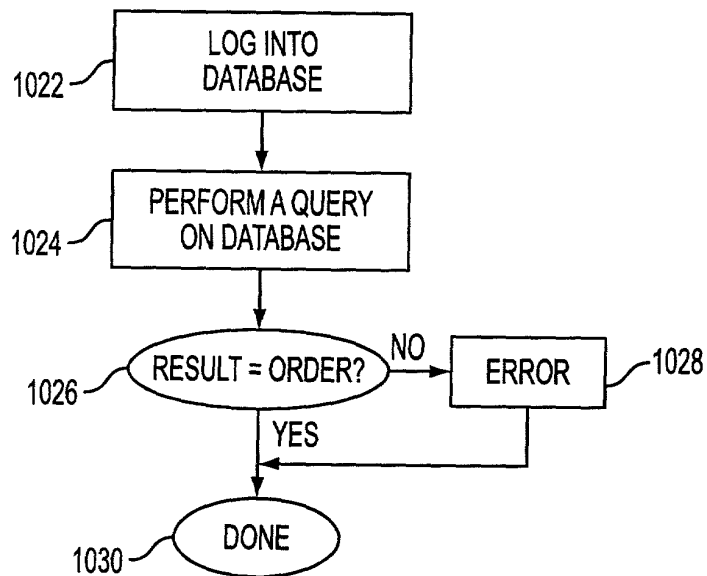


FIG. 17B

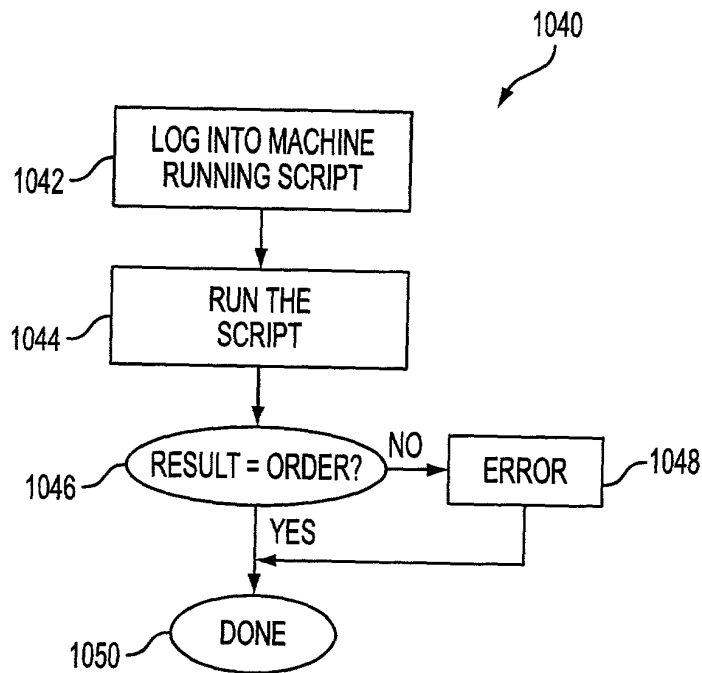


FIG. 17C

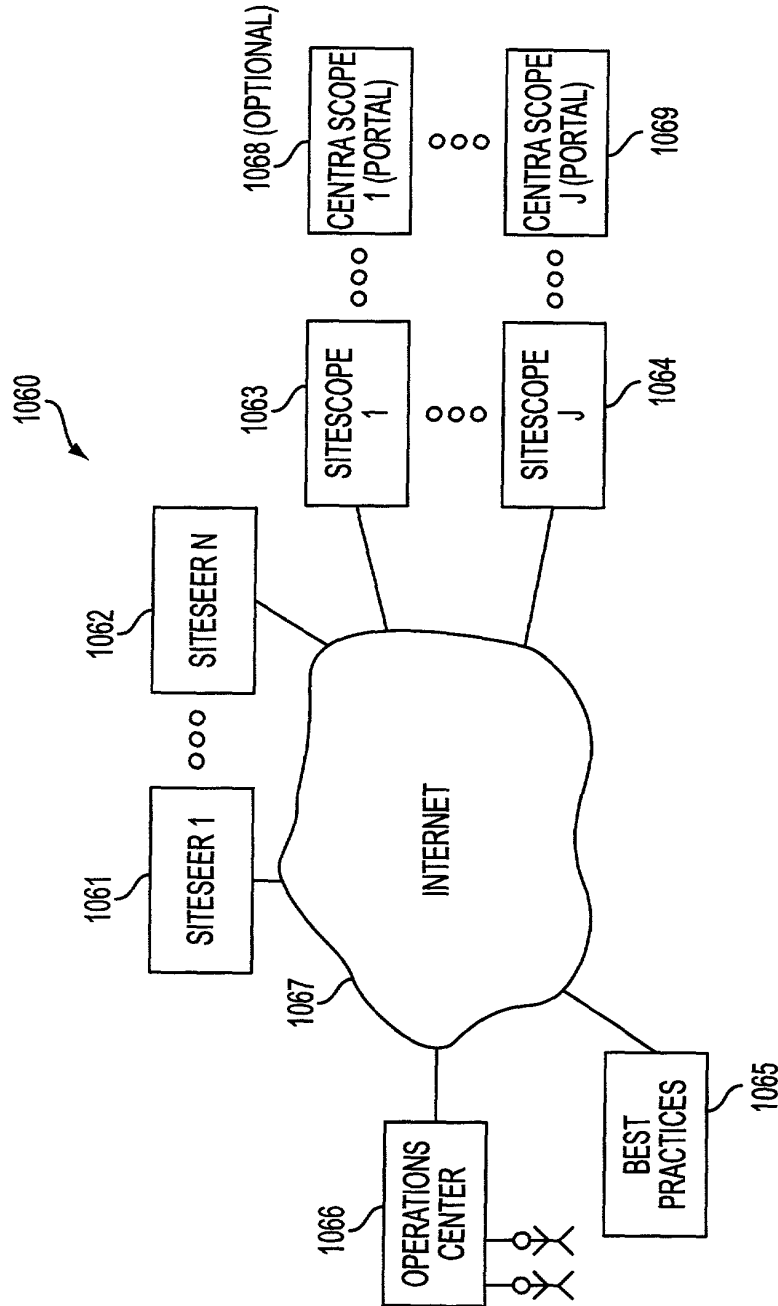


FIG. 18

FOOT-24350550

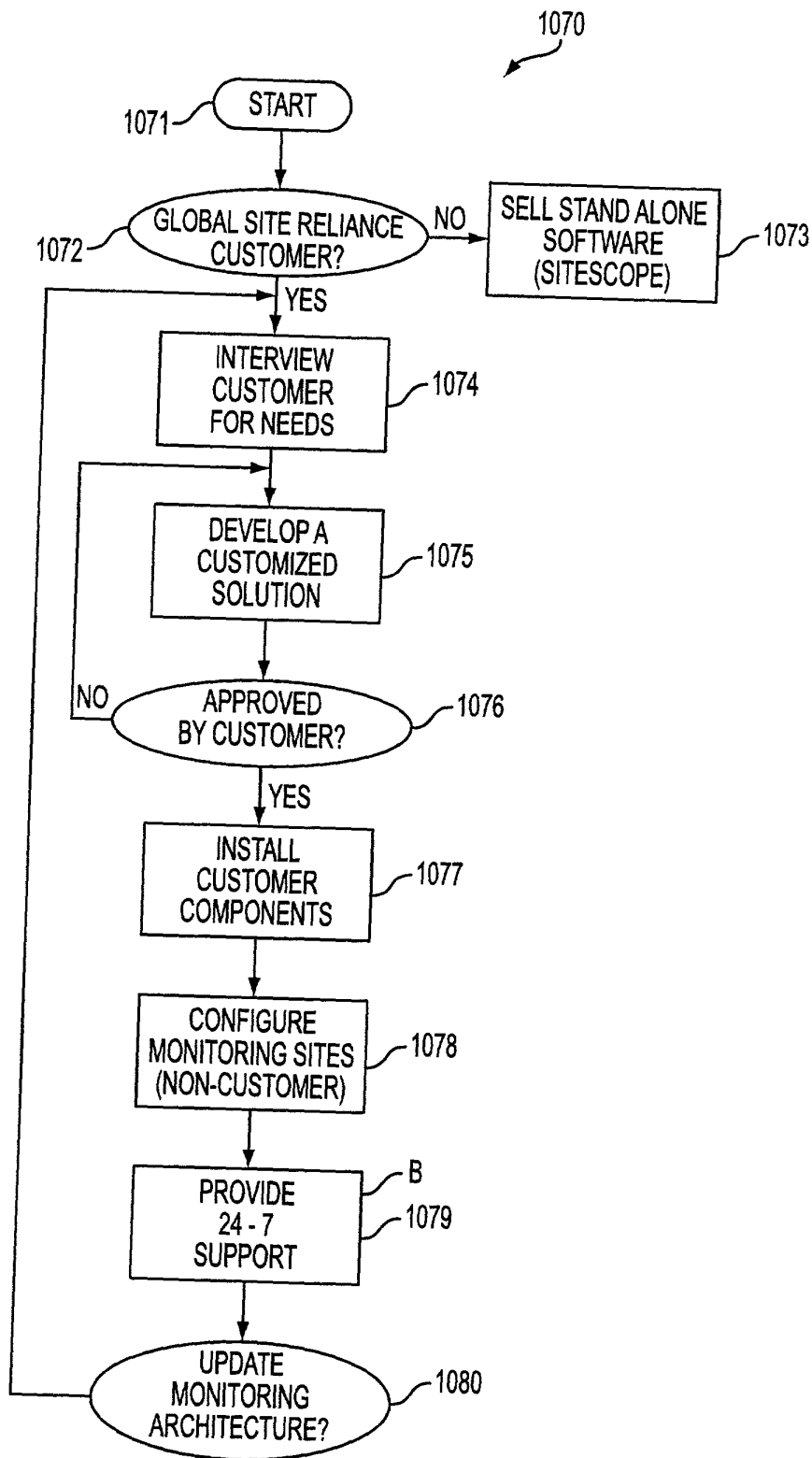


FIG. 19

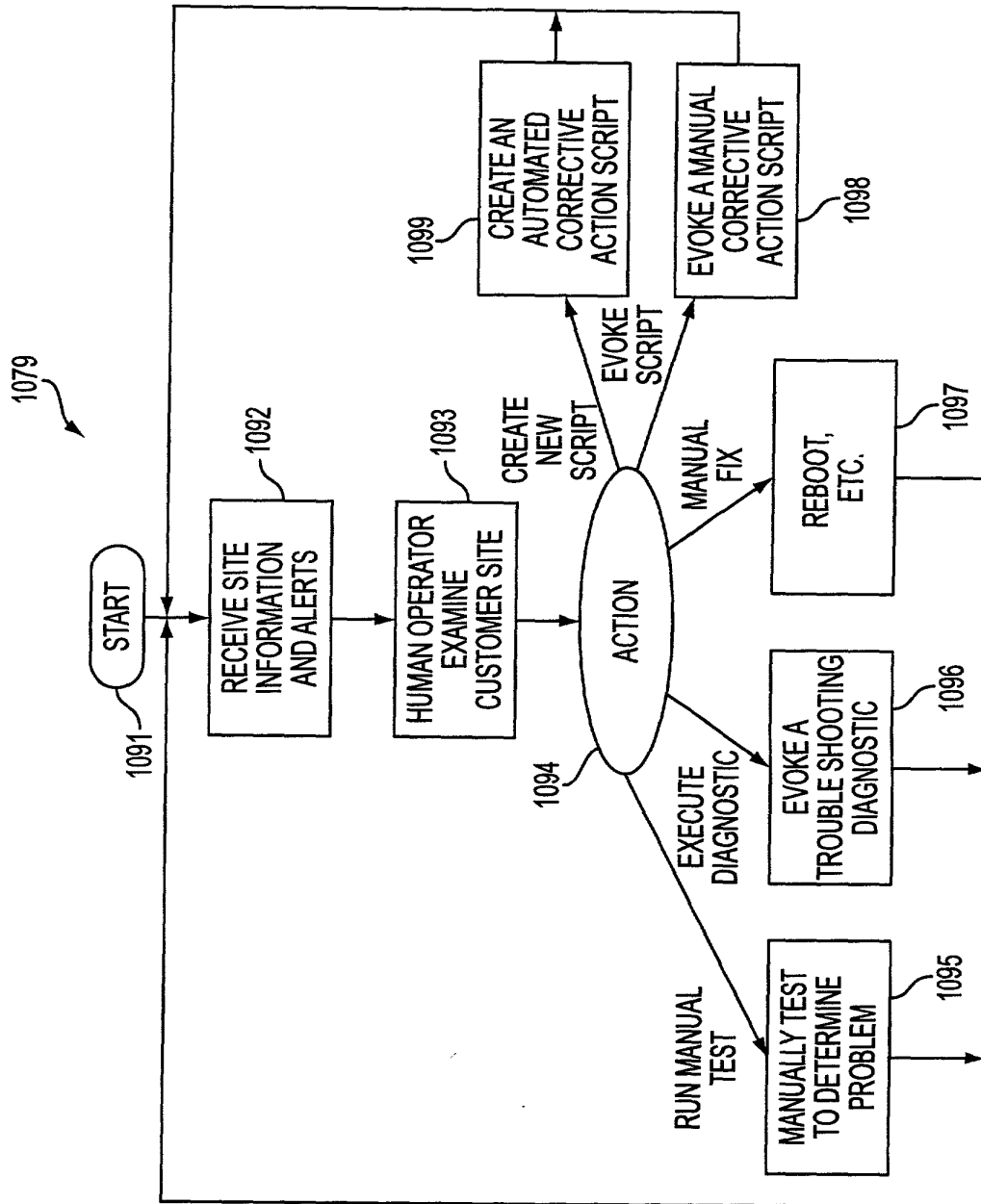


FIG. 20